

John Patrick
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Objective

Project Management position with a focus on Team Leadership and Customer Focus.

Areas of Expertise

- Risk Management
- Critical Path (CPM) Project Management
- Lean Process Management
- Budget Analysis, Estimating and Cost Control

Professional Experience

Senior Project Manager, Virginia Department of Transportation, Richmond, Virginia
1998 – present

Project Management

- Directed the planning, design, implementation and management of over 15 highway construction projects with combined budget of \$100 million.
- Saved over \$500,000 in design costs for roundabout project by efficiently using talents of in-house design team.
- Acted as escalation point for change requests and client concerns. Worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.

Team Leadership

- Initiated cross-training with other departments to improve workflow and streamline project completion.
- Reduced turnover by 20% over five year period by gaining trust and respect from employees through demonstrating optimistic attitude and resolving problems immediately.
- Developed a training aid to assist team in implementing new lean process resulting in improved quality control and decreased turnaround time.

Customer Service

- Inherited project that was in jeopardy of being lost due to bad design. Through ongoing communication with customer, team subsequently delivered outstanding project that was completed on time and met customer's approval.

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Project Manager, ACME Warehouses, Inc., Danville, Virginia
1995 – 1998

Project Management

- Oversaw construction of 10,000 sq. ft. warehouse. Completed within deadline despite extensive material delays and unforeseen contractor disputes.
- Developed inventory system to track overstocked, low turnover and damaged goods resulting in annual savings of \$100,000.

Customer Service

- Regarded as skilled in ability to build rapport with diverse individuals and groups including management, laborers, contractors/consultants and clients.
- Instituted quarterly face-to-face meetings with clients to discuss project status, anticipate obstacles and threats to on-time and on-budget project completion.

Education

B. A., Business Administration, Virginia Commonwealth University, Richmond, VA (1995)

Ongoing training includes Project Management Certification, George Washington University, Washington, D.C. (expected completion: 2010)